

## Affordable Warmth Strategy Action Plan

STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency	1. Maximise partnership working between key agencies within Haringey	Set up Affordable Warmth Strategy Implementation Group with representatives from partner organisations and wider group of key agencies for the sharing of information	October 2009	Strategic & Community Housing Services	Composition of Implementation Group and terms of reference agreed Implementation Group meetings scheduled	
		Produce a directory of key 'link' contacts for information sharing between partner organisations and key agencies	March 2010	Strategy Implementation Group	All emerging initiatives are easily communicated to relevant agencies	
		Explore good practice in other local authorities that have adopted a similar approach	March 2010	Strategy Implementation Group	Best practice is known and shared	
		Explore opportunities for energy companies to join the partnership	Dec 2009	Strategic & Community Housing Services	Ensure partnership is aware and can join in to initiatives that energy companies develop	

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ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency	2. Develop and implement a communication and marketing plan	Communication plan completed and launched in consultation with partner organisations	May 2010	Strategy Implementation Group	Understanding of fuel poverty and energy efficiency increased across the borough.	
		Ensure that a PR campaign is developed and sustained			Help available is well advertised and clear to understand	
		Advertise the Government's annual 'Warm & Well' campaign in all public buildings including libraries, sports centres and community centres	Each winter	Fuel Poverty Officer		
		Produce a quick reference guide to enable people to quickly determine eligibility for grant funding	Nov 2009	Fuel Poverty Officer	Clear information sheet that can be put on web or incorporated in leaflets etc	
		Advertise 'top tips' and myth-busting facts for reducing emissions and reducing energy bills - Haringey People & other publications/posters	Each winter	SCHS Communications Officer	Annual reminder about how to save energy and money	
		Investigate a multi-method approach to communication	Each winter	Strategy Implementation	Annual reminder about how to save	

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		e.g. advertising on Council Tax bills, street banners and on public transport		Group	energy, money and where help tackling fuel poverty can be found	
<b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b>	3. Work with advice and information agencies such as the Citizens Advice Bureau, Age Concern and Help the Aged, groups such as the Landlord's Forum and other partners to address fuel poverty and also to inform of the latest initiatives in Haringey so that there is a one-stop approach (Linked to Communications and Marketing Plan)	All key agencies are kept aware of and can disseminate appropriate advice to clients  Work with the Energy Saving Trust to make households aware that they can get a free impartial energy report  Work with agencies to deliver an affordable warmth road show to take the key messages to the public in i.e. shopping centres and supermarkets  Work with debt advice agencies and credit unions to increase access to direct debit as a payment option	Dec 2009 and then ongoing          Feb 2010    Jan 2010	Strategy Implementation Group          Fuel Poverty Officer	Public facing staff in all key agencies are aware of and can advise on available initiatives  To raise awareness of SAP ratings and how households can improve energy efficiency  More people across all household types having a better understanding  More people know how to pay energy bills by direct debit therefore saving money	

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<p><b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b></p>	<p>4. Mainstream fuel poverty by raising awareness of all staff to identify potential households and signpost them to relevant sources of help.</p>	<p>Identify training requirements across services            Conduct training/briefing sessions for all staff that routinely come in contact with vulnerable people            Develop briefing sheets for support workers that come in regular contact with elderly or vulnerable residents            Explore opportunities for training with the Energy Saving Trust to ensure that appropriate training is carried out with agencies and the voluntary sector on tackling fuel poverty and promoting energy efficiency            Work with education professionals to promote awareness of energy efficiency in schools</p>	<p>March 2010 – the ongoing</p>	<p>Strategy Implementation Group            Environmental Resources Team</p>	<p>Trained staff that can get a better service and identify where help can be directed</p>	

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ONE: Engage with people to improve awareness and understanding of fuel poverty & energy efficiency	5. Target particular areas of the borough where high levels of fuel poverty are identified.	Utilise the Aerial Thermal Survey results to identify areas of suspected high fuel poverty and target these areas using door knocking programme and CESP programme  Use data from the English Housing Survey (ESH) and the updated Census (2011) to build an accurate picture of fuel poverty in Haringey  Target those households in receipt of benefits	Nov 2009 -- then ongoing  From April 2010  Annually	Fuel Poverty Officer	Take up of Warm Front grants increased  To show where to target fuel poverty campaigns  This is annual requirement for N1 187. Direct communication with those identified as potentially being in fuel poverty allows targeted communication	
	6. Audit what information is available currently and if it is appropriate i.e. language and format (Linked to Communications and	Collate information from all organisations involved with fuel poverty and insure that all publications are up-to-date	May 2010	Strategy Implementation Group	Clear and easily understood information available	
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energy efficiency	Marketing Plan)	Explore the possibility of producing multi-agency literature on fuel poverty	Aug/ Sept 2010	Strategy Implementation Group		
<b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b>	7. Explore other ways of producing information such as a DVD and distribute to all homes (Linked to Communications and Marketing Plan)	Increase door knocking campaign to promote energy efficiency, affordable warmth and grant take-up through CESP	Spring 2010 (depend s on when CESP's start)	Strategy Implementation Group	All households in CESP area are targeted and talked through resources available	
		Evaluate the DVD being produced by the GLA for distribution to all Haringey residents	Winter 2009/10	Strategy Implementation Group	If Govt for London does not send DVD out to all older people then Haringey will consider doing this or alternatively promoting to community/older people's groups etc	
<b>ONE: Engage with people to improve awareness and understanding of</b>	8. Make information available on where to go for... Debt advice so that	Make information available and accessible on the Council's website Produce a quick reference	Winter 2009/20 then ongoing	Strategy Implementation Group Fuel Poverty Officer SCHS	Information is easily	

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<b>fuel poverty &amp; energy efficiency</b>	residents have the money to pay for heating • Information on energy tariffs so informed choices can be made • How to switch from a prepayment meter to cheaper energy tariffs (Linked to Communications and Marketing Plan)	guide to enable people to quickly determine eligibility for grant funding and benefit entitlement  Ensure that details of energy saving measures and advice on switching energy tariffs is included in HfH and RSL tenant start-up packs	Winter 2009 – then further developed for 2010	Communications Officer  Strategy Implementation Group Common Management Standards Group	available and clear to understand  Some Housing Associations are already doing this, we want to ensure all are	
<b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b>	9. Make residents aware that under-occupancy of their homes is a contributory factor of fuel poverty and we help residents in social housing move to a smaller property (Linked to Communications and Marketing Plan)	Insure that all new publications on fuel poverty include under-occupancy as a causal factor  Ensure that officers working with under-occupiers are aware of fuel poverty issues  Ensure that literature on incentives to move to smaller accommodation also detail potential energy cost savings	Summer 2010  Summer 2010, then ongoing  Summer 2010, then ongoing	Strategy Implementation Group  Fuel Poverty Officer  Overcrowding/Underoccupation Strategy Group	To ensure this causes is clearly stated and understood  Training and awareness sessions for relevant officers in SCHS and Housing Associations  Households know that underoccupation is a cause of fuel poverty and can	

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<p><b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b></p>	<p>10. Use the Affordable Warmth Champions to change the culture of how we use energy so that people know how to make savings</p>	<p>Develop a multi-agency under-occupation strategy</p>	<p>April 2010</p>	<p>Overcrowding/ Under-occupation Strategy Group</p>	<p>make informed choices about where they live  Fuel poverty is identified as one of the causes of fuel poverty</p>	
<p><b>ONE: Engage with people to improve awareness and understanding of</b></p>	<p>11. Enlist the goodwill and expertise of volunteers to explain heating operation and controls to residents who</p>	<p>Use Champions as link contacts to promote knowledge and understanding of fuel poverty within their respective organisations  Identify and train local community representatives with a view to spreading the message to hard to reach groups</p>	<p>Nov 2009  Winter 2010</p>	<p>Strategy Implementation Group  Strategy Implementation Group working with the Third Sector and HA's</p>	<p>Fuel poverty is championed  Use experience from other authorities to train volunteers to be 'local' champions</p>	
<p><b>ONE: Engage with people to improve awareness and understanding of</b></p>	<p>11. Enlist the goodwill and expertise of volunteers to explain heating operation and controls to residents who</p>	<p>Work with HAVCO to identify volunteers and assess training requirements</p>	<p>Winter 2010</p>	<p>Strategy Implementation Group working with the Third Sector and HA's</p>	<p>To have local people to help people in their local community who struggle with heating system so they can</p>	



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fuel poverty & energy efficiency	need help			Environmental Resources Team	be warm in winter	
<b>TWO: Increase the energy efficiency of Haringey's housing</b>	12. Promote and actively market the Warm Front programme (Linked to Communications and Marketing Plan)	Initiate a door knocking campaign to promote Warm Front and encourage people to make behavioural changes to reduce energy consumption and save money  Ensure marketing materials are available and prominent in all public buildings  Working with the Council's Housing Benefit team and the Department for Work and Pensions target people eligible for Warm Front grants	Winter 2009  Winter 2009, then ongoing  Winter 2009, then ongoing	Strategy Implementation Group Environmental Resources Team  Environmental Resources Team Fuel Poverty Officer  Environmental Resources Team Fuel Poverty Officer	To increase the number of eligible households who receive Warm Front Grants	
<b>TWO: Increase the energy efficiency of housing across</b>	13. Actively pursue new government initiatives such as CESP and CERT and work with	Ensure that contact is made with relevant utility companies and measures are targeted in the first	Oct 2009 and ongoing	Steve Russell Service Manager Housing & Health	To get external funding into Haringey to increase the number of	

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Haringey	utility companies and national organisations such as Energy Action Trust and National Energy Action to ensure Council and its partners are aware of best practice	instance to fuel poor households Ensure that future bidding is coordinated both internally and with external partners				households who have improvements done to their homes to increase fuel economy	
<b>TWO: Increase the energy efficiency of housing across Haringey</b>	14. Ensure the Decent Homes Programme is delivering its targets on time	Monitor the Decent Homes programme through delivery of the Housing Strategy 2009-19 to Government timescales are met	March 2013  December 2010 unless deadline extended	Strategic & Community Housing Services Homes for Haringey  Registered Social Landlords	All Council and RSL rented accommodation to reach the Decent Homes Standard	Monitored through Greenest Borough Strategy  National Indicator 158 - % of non-decent Council homes _____%  Regulatory Statistical Return (RSR) - % of homes which fail the DHS _____%	
<b>TWO: Increase the energy efficiency of housing across</b>	15. Undertake enforcement action to ensure private landlords provide adequate heating	Ensure that enforcement action is taken on all properties with category 1 hazards under the Housing	Completed and ongoing	Steve Russell Service Manager Housing & Health	Energy efficiency of private sector accommodation increased		

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<b>Haringey</b>		Health and Safety Rating System (HHSRS) Ensure that all enforcement action undertaken is effectively monitored				
<b>TWO: Increase the energy efficiency of housing across Haringey</b>	16. Acquire only homes with high SAP ratings to use as temporary accommodation.	All homes acquired for use as temporary accommodation to aspire to a future SAP rating of at least 65. Targets for improvements to be carried out over time to be set	Completed and ongoing	SCHS Private Sector Lettings Team	To ensure that temporary accommodation is of a good quality and tenants are not spending a disproportionate amount of their income of energy costs	
<b>TWO: Increase the energy efficiency of housing across Haringey</b>	17. Ensure void properties are placed on the best energy tariffs with a preferred energy supplier, moving away from prepayment meters	Explore options and appoint a preferred energy supplier	Completed and ongoing	Homes for Haringey/ Housing providers	Average energy bills reduced	
<b>TWO: Increase the energy</b>	18. Replace light bulbs in void properties with	Supply energy saving light bulbs through the CERT	Completed	Housing providers (non energy saving	Estimation of total energy saving across	

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efficiency of housing across Haringey	energy saving ones	programme	and ongoing	bulbs being phased out nationally)	the borough – CO <sub>2</sub> level and £s saved	
<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	19. Promote the take up of benefits and signpost people to debt advice  See Strategic Priority One	Complete training for frontline staff and community groups on eligibility for benefits  Work with the DWP and community groups to increase the take up of Pension Credit	May 2009	See Strategic Priority One  Strategic & Community Housing Services		
<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	20. Seek to bulk purchase energy for larger housing schemes so that energy costs are lower	Options appraisal to be drawn up in negotiation with energy companies  Encourage RSLs to adopt a similar process and explore economies of scale by	2010/2011	Homes for Haringey/Housing Associations	Cheaper fuel costs for households	

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		entering into multi-agency contracts Explore opportunities for a London Borough Energy Services Company (ESCO)	2010/2011	Strategy Implementation Group		
<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	21. Undertake an audit of resources required to deliver this strategy and identify any gaps	Analysis of costs for increased resource to be conducted Barriers to delivery and solutions to be scoped Audit of existing 'M3' software package carried out	Mar 2010  Feb 2010	Strategy Implementation Group  Strategy Implementation Group	To ensure this strategy can be delivered  To identify if a 'pathway' approach can be developed for people who become known to Haringey Council	
		Develop a cross-departmental referral and tracking system to ensure that vulnerable households in fuel poverty receive the improvements they need	Winter 2010/2011	Strategy Implementation Group	Pathway approach developed and implemented thus ensuring vulnerable households receive <b>all</b> the assistance they are eligible for	

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<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	22. Work with Homes for Haringey on piloting SMART meters to help residents know exactly how much energy they are using, thus putting users more in control and able to better manage fuel costs	Identify funding sources for installation of smart meters and target fuel poor households	Summer 2010	Homes for Haringey Strategy Implementation Group	Households more in control of fuel costs	
<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	23. Investigate the implementation of a Warm Front service contract to give householders a preferential rate for servicing	Assess available resources and options with Warm Front Explore options of extended guarantees and maintenance contracts with energy suppliers	Winter 2010/2011	Strategy Implementation Group Steve Russell Service Manager Housing & Health	To offer a cheaper servicing option for households whose income is low thus removing an identified barrier	
<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	24. Actively explore new initiatives on fuel poverty and be proactive in our harnessing of new resources	Deliver energy efficiency measures outside of the Decent Homes Programme through Social Housing Energy Saving Programme (SHESP) funding Explore the possibility of a partnership approach with	June 2010 Summer 2010	Homes for Haringey/Housing Associations Strategy Implementation	Increase the amount of energy efficiency measures installed	

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		<p>Groundwork on a 'Green Doctor' scheme</p> <p>Actively pursue other sources of grant funding such as...</p> <ul style="list-style-type: none"> <li>• Life+</li> <li>• Bio-energy Capital Grants Scheme</li> <li>• Low Carbon Building Programme</li> <li>• Intelligent Energy Europe (IEE)</li> <li>• Environmental Transformation Fund (ETF)</li> </ul> <p>Implementation group to keep abreast of new funding sources and produce a diary of bid deadlines</p>	<p>Summer 2010 and ongoing</p> <p>Annually in conjunction with business planning cycle</p>	<p>Group/Homes for Haringey/HA's</p> <p>Environmental Resources Team</p> <p>Environmental Resources Team &amp; Homes for Haringey</p> <p>Strategy Implementation Group Environmental Resources Team</p>	<p>To attract additional funding to Haringey to increase energy efficiency in households</p> <p>Reduce CO2 emissions</p>	

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<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	25. Investigate joint procurement with housing associations to deliver improvements	Investigate the implementation of a pay as you save scheme for energy efficiency measures	Winter 2010/11	Strategy Implementation Group Environmental Resources Team	To reduce energy costs for households and CO2 emissions	
		Encourage private landlords through the Landlord Forums to install SMART meters and other energy saving measures - investigate the possibility of incentive schemes	Fe2101, then ongoing	SCHS Private Sector Lettings team	To reduce energy costs for households and CO2 emissions	
		Explore options for entering into an agreement with a switching company  Develop an Energy Services Company for Haringey to deliver district heating (submit funding bid to LDA)  Ensure that a preferred supplier and fitter is appointed through the procurement process to deliver improvements across	2010/2011	Strategy Implementation Group	To reduce energy costs and CO2 emissions	



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FOUR: Links to other Strategies	<p>26. Work with colleagues to identify common activities in Haringey's Greenest Borough Strategy Implementation Plan particularly...</p> <ul style="list-style-type: none"> <li>● Priority 3 – Managing environmental resources effectively</li> <li>● Priority 4 – Leading by example</li> <li>● Priority 5 - Ensuring sustainable design and construction</li> <li>● Priority 7 – Raising awareness and involvement</li> </ul>	<p>the Borough</p> <p>Provide energy audits to homes and businesses in partnership with Homes for Haringey, E-on, EDF, British Gas and the Carbon trust</p>	October 2009 –	<p>Strategy Implementation Group</p> <p>Environmental Resources Team</p>	To assist in meeting targets in Greenest Borough strategy	
FOUR: Links to other Strategies	<p>27. Work with the Environmental Resources team to promote energy efficiency in Haringey and ensure a joint approach to climate</p>	<p>Strategy Implementation Group to include representatives from Environmental Resources</p> <p>Ensure that agreed monitoring systems are in</p>	<p>October 2009</p> <p>April 2010 –</p>	<p>Environmental Resources Team</p> <p>Strategy Implementation Group</p>	To ensure there is cross Council working to meet common targets	

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<p><b>FOUR: Links to other Strategies</b></p>	<p>28. Make links to Experience Still Counts, Haringey's strategy for improving the quality of life for older people particularly...</p> <ul style="list-style-type: none"> <li>● Goal 3 – Staying Healthy</li> <li>● Goal 7 – Having a safe comfortable and well maintained home</li> </ul>	<p>place across the Council to effectively record contributory work and guard against duplication</p> <p>Establish links with home carers to identify where older persons discharged from hospital are fuel-poor</p> <p>Ensure 'staying healthy' literature effectively signposts to relevant guidance on fuel-poverty</p> <p>Utilise the healthy activity programme to spread the word about affordable warmth</p> <p>Utilise the 'Handyman' scheme and other contractors to help identify fuel poor households and promote available grants</p> <p>Link in with the communication plan being</p>	<p>to fit with business planning cycle</p> <p>2010 and ongoing</p>	<p>Strategy Implementation Group</p> <p>Experience Still Counts Delivery Group</p> <p>Supporting People</p>	<p>To improve the health and wellbeing of older people</p>	

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		<p>undertaken as part of the Experience Still Counts strategy</p> <p>Promotion of Warm Front grants through the Houseproud scheme</p>		SCHS Communications Officer		
<b>FOUR: Links to other Strategies</b>	29. Develop the links with Primary Care Trust in respect of excess winter deaths and unplanned hospital admissions	<p>To make sure fuel poverty does not directly affect people's health and wellbeing</p> <p>To ensure that there is an effective partnership approach to tracking those who may be a risk of fuel poverty</p>	Winter 2009/10 and ongoing	Strategy Implementation Group/PCT	<p>To improve health outcomes for vulnerable people and assist NHS to meet their targets</p> <p>To reduce the average number of winter deaths</p>	

